

Visa and Immigration Services Capital – Complaints Procedure

This document explains how Visa and Immigration Services Capital (VISC) will accept, record, investigate and resolve complaints made about its services.

Standards of Service

VISC is committed to delivering the highest standards of service and client care. If we fall short, please let us know so we can address any issues promptly and use the feedback to enhance our services.

How to make a complaint

VISC is committed to providing you with the opportunity to share your concerns and will work collaboratively with you to resolve them.

- If you are not satisfied with any aspect of our service, we encourage you to discuss it with us first to see if it can be resolved quickly and informally.
- If you have discussed your concerns with us but are not satisfied with the resolution, you may submit a formal complaint, either verbally or in writing, to Mohammed Ali.

Mohammed Ali can be contacted at info@viscapital.co.uk (Include address, telephone number and email address).

Mohammed Ali is responsible for handling complaints in relation to immigration advice and services provided by VISC.

What Happens Next

- Mohammed Ali will acknowledge your complaint within (10 working days) of receiving it.
- VISC will investigate your complaint and provide a response within 28 working days of receiving it. If we need to adjust this timeframe for any reason, we will inform you and explain why.

VISC will keep details of your complaint in a file and will record details of the complaint, our investigation and VISC's response to your complaint.

Investigation

Your complaint will be investigated in the following way:

1. Mohammed Ali will review your case, including the details of your complaint and any relevant materials, such as your case file.
2. Mohammed Ali will then prepare a written response outlining the findings of the investigation and any proposed solutions to resolve the matter, which will be sent to you.
3. If you consider taking legal action against VISC, we confirm we have Professional Indemnity Insurance to meet any relevant claims.

4. Please note that if you are not satisfied with our response to your complaint or if you do not wish to complain direct to VISIC, you may at any time complain directly to the IAA at any time. Their address is:

The Immigration Advice Authority
PO Box 567,
Dartford,
KENT
DA1 9XW

Website: <https://www.gov.uk/government/organisations/immigration-advice-authority>